

**CLASSIFICATION:** PROGRAM ASSISTANT I

**Class Code:** 7112-12

**Date Established:** 09-14-93

**Occupational Code:** 1-2-2

**Date of Last Revision:** 9-1-15

**Exempt Status:** Non-Exempt

**BASIC PURPOSE:** To perform diverse duties in assisting a superior in implementing an agency program or programs.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

- Reviews, verifies and processes information from the public to determine eligibility for agency programs and services.
- Responds to questions from the public and state employees concerning program policies, procedures and requirements.
- Retrieves and updates information and maintains a variety of documents on program participants in a computerized database or other tracking system.
- Supervises employees performing similar or related clerical work.
- Performs a variety of clerical duties as assigned.

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**DISTINGUISHING FACTORS:**

**Skill:** Requires skill in recommending routine changes in standardized operating procedures OR in retrieving, compiling and reporting data according to established procedures OR in operating complex machines.

**Knowledge:** Requires understanding and using business or trades vocabulary or basic arithmetic to perform standard operating procedures.

**Impact:** Requires responsibility for contributing to immediate, ongoing agency objectives by facilitating the direct provision of services to the public or other state agencies. Errors at this level result in inaccurate reports or invalid test results and require significant investment of time and resources to detect.

**Supervision:** Requires partial supervision of other employees doing work which is related or similar to the supervisor, including assigning job duties, providing training, giving instructions and checking work.

**Working Conditions:** Requires performing regular job functions under good conditions in a safe working environment.

**Physical Demands:** Requires sedentary work, including continuous sitting or occasional standing and walking.

**Communication:** Requires explaining facts, interpreting situations, or advising individuals of alternative or appropriate courses of action. This level also requires interviewing or eliciting information from state employees or members of the general public.

**Complexity:** Requires a combination of job functions to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

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**Independent Action:** Requires a range of choice in applying a number of technical or administrative policies under general direction and in making routine decisions or in recommending modifications in work procedures for approval by supervisor.

### **MINIMUM QUALIFICATIONS:**

**Education:** High school diploma, G.E.D. or its equivalent. Each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** Three year's experience in a responsible clerical position, including experience in the program area to which the position is assigned.

**License/Certification:** None required.

**SPECIAL REQUIREMENTS:** For appointment consideration, Program Assistant I applicants must successfully participate in a structured interview measuring possession of knowledge, skills and abilities identified as necessary for satisfactory job performance by this class specification. The structured interview is developed and administered, according to Division of Personnel guidelines, by representatives of the state agency in which the vacancy exists.

**RECOMMENDED WORK TRAITS:** Knowledge of modern office practices, procedures and equipment. Knowledge of English, spelling and arithmetic. Knowledge of the procedures and practices involved in interviewing. Knowledge of office record keeping and reporting. Knowledge of the regulations pertaining to departmental programs. Knowledge of the principles and practices of public administration. Ability to gather, assemble, correlate and analyze facts and identify existing or potential problems. Ability to contribute to the development of sound operational procedures. Ability to exercise sound judgment in appraising situations and making routine decisions. Ability to follow specific instructions in gathering facts, data, or resources in organizing required information. Ability to make decisions based upon fact-finding interviews within the parameters of the rules and policies of the agency. Ability to meet with clients and explain programs sponsored by the department or agency in which the position is located. Ability to present ideas clearly and effectively. Ability to establish and maintain effective working relationships with other employees and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

**DISCLAIMER STATEMENT:** This class specification is descriptive of general duties and is not intended to list every specific function of this class title.